

Attachment A: Recruitment Emails

Subject: Response Requested: HHS Study on Virtual Human Services Participation

Dear [PROGRAM ADMINISTRATOR/MANAGER/FRONTLINE STAFF]

The U.S. Department of Health and Human Services' (HHS') Office of the Assistant Secretary for Planning and Evaluation is conducting a **study to better understand lessons learned** during the COVID-19 pandemic about **delivering human services virtually** (administering human services through video, phone, text, email, IM, web, etc. – i.e. not in person). You were recommended to us, and we are reaching out to **ask if you would be willing to participate in the study**, by sharing information about your experiences with and perspectives on virtual human service delivery over the past few months.

We are interested in your experiences administering or managing virtual human services programs. We're planning to talk to others who managed or administered programs in fields like child welfare, early learning, TANF, home visiting, and family strengthening. HHS wants to understand lessons learned related to virtual service delivery and which types of human services can be effectively delivered virtually.

We are writing to ask for your participation in a virtual **60-minute interview** to share your experience and perspective on delivering services virtually. HHS has contracted with our company, Mathematica, to help them with this project. Below are some possible times for an interview:

- XXXXX
- XXXXX

Please let us know by (DATE) if you are willing to be part of the study, and if any of the above times will work for you. If not, we would be happy to work with you to find another mutually convenient time to schedule the interview.

Thank you in advance for considering being a part of this important research. If you have any questions about the study, you can ask me or our HHS project lead, Pamela Winston (pamela.winston@hhs.gov / 202-774-4952)

Sincerely,

Name

Contact info